

EL 978317590US



17611 U.S. PTO

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Washington, D.C. 20231

DOCKET NUMBER: AUS920030527US1

Date: 1-22-04

Sir:

Assignee Name: International Business Machines Corporation
Assignee Residence: Armonk, New York

Transmitted herewith for filing is the Patent Application of:

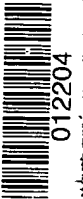
Inventors: Timothy A. Dietz and Marques B. Quiller

For: A SYSTEM FOR TRACKING DEFECTS IN RELEASED SOFTWARE PRODUCTS ANCILLARY TO CUSTOMER SERVICE INQUIRIES TELEPHONED TO CUSTOMER SERVICE CENTERS

Enclosed are:

- ☒ Patent Specification and Declaration
- ☒ 6 sheets of drawing(s).
- ☐ An assignment of the invention to International Business Machines Corporation (includes Recordation Form Cover Sheet).
- ☐ A certified copy of a application.
- ☒ Statement in Lieu of Information Disclosure Statement.

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10/763096



The filing fee has been calculated as shown below:

For	Number Filed	Number Extra	Rate	Fee
Basic Fee				\$ 770
Total Claims	18 - 20	0	x 18 =	\$ 0
Indep. Claims	3 - 3	3	x 86 =	\$ 0
MULTIPLE DEPENDENT CLAIM PRESENTED			x 290 =	\$ 0
TOTAL				\$ 770

☒ Please charge my Deposit Account No. 09-0447 in the amount of \$ 770.00. A duplicate copy of this sheet is enclosed.

☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0447. A duplicate copy of this sheet is enclosed.

☒ Any additional filing fees required under 37 CFR §1.16.

☒ Any patent application processing fees under 37 CFR §1.17.

Respectfully submitted,

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